Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S51	0	(instant adj messag$5) and ((customer service client) near4 (representative)) and (availabilty) and (skill)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:03
S52	1	(chat) and ((customer service client) near4 (representative)) and (availabilty) and (skill)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 11:09
S53	1	(chat$5) and ((customer service client) near4 (representative)) and (availabilty) and (skill)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 11:16
S54	360	(instant adj messag$5) and (customer service client) and (call near4 center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:34
S55	1	(Mcgraw) and (10/840527)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 13:37
S56	4	"09405335"	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:15
S57	0	(freishat) and ("09922753")	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 13:38
S58	0	(freishat) and ("09/922753")	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 13:38
S59	2	(freishtat) and ("09/922753")	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 13:40
S60	2	"6389007".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 13:40
S61	132	(instant adj messag$5 near4 communication near4 server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:41

S62	504	((customer service client CSR) near4 (representative))and (call near4 center) and (rout$5) near10 (call message inquiry)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:00
S63	4	S62 and (instant adj messag$5 near4 server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:09
S64	1	((customer service client CSR) near4 (representative))and (call near4 center) and (rout$5) near10 (call message inquiry) and ((IMPP) (instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:14
S65	1	((customer service client CSR) near4 (representative))and (call near4 center) and ((IMPP) (instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:13
S66	12	(call near4 center) and ((IMPP) (instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:45
S67	369	((IMPP) (instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:47
S68	29	(rout$5) near10 (call message inquiry) and ((IMPP) (instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:14
S69	9	((IMPP) (instant adj message adj presence adj protocol)) and (service adj center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 10:31
S70	2	"6345305".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:27
S71	3	"6603837".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:27
S72	1	"5943478".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:28

S73	2	"5742905".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:28
S74	2	"6389007".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:29
S75	2	"6389028".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:29
S76	2	"6697858".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:30
S77	2	"6405035".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:30
S78	2	"6389007".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:30
S79	2	"6229888".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:31
S80	2	"5274700".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:31
S81	2	"5271058".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:31
S82	2	"5271058".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:31
S83	2	"6434121".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:32

S84	2	"5062103".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:32
S85	2	"5036535".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:32
S86	1	(09/524656) and (ben-chanoch)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:35
S87	0	((IMPP) (instant adj message adj presence adj protocol)) and ((fire-wall) (fire adj wall))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:38
S88	0	(instant adj messag$5 near4 communication near4 server) and ((fire-wall) (fire adj wall))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:41
S89	10	((instant adj message adj presence adj protocol))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:52
S90	1	(IMPP) near5 (proxy)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:53
S91	0	(web adj chat) near5 (proxy)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:54
S92	15	(web near4 chat) near10 (proxy)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:58
S93	1795	(gateway near10 firewall)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:59
S94	358	(gateway near10 firewall) and (call near10 rout$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:59

S95	282	(gateway near5 firewall) and (call near5 rout$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 15:59
S96	40	S95 and ((customer service client CSR) near4 (representative))and (call near4 center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:49
S97	1745	(((customer service client) near4 (representative))(CSR)) and ((call customer service client) near4 center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:09
S98	173	(((customer service client) near4 (representative))(CSR)) and ((call customer service client) near4 center) and ((instant adj messag$5)(web near4 chat))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:31
S99	0	(((customer service client) near4 (representative))(CSR)) and ((call customer service client) near4 center) and ((instant adj messag$5)(web near4 chat)) and ((fire near3 wall) (fire-wall))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:15
S10 0	54	(((customer service client) near4 (representative))(CSR)) and ((call customer service client) near4 center) and ((instant adj messag$5)(web near4 chat)) and (authent$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:16
S10 1	2	"6584564".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:16
S10 2	3	(09/638274) and (ezerzer)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:33
S10 3	5	(09/766271) and (petrovykh)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/04 16:33
S10 4	0	(identify$5 detect$5) near5 (instant near5 message) near5 (software) near5 (verion)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:46
S10 5	2	(identify$5 detect$5) near5 (instant near5 message) near5 (software) near5 (version)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:47

S10 6	0	(identify$5 detect$5) near5 (web adj chat) near5 (software) near5 (version)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:48
S10 7	0	(identify$5 detect$5) near5 (chat) near5 (software) near5 (version)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:48
S10 8	458	(identify$5 detect$5) near5 (software) near5 (version)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 07:48
S10 9	44	(identify$5 detect$5) near5 (software) near5 (version) and (call help contact service customer client) near5 (center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 08:21
S11 0	2861	(intermediate) near5 (server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 08:21
S11 1	858	(intermediate)adj(server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 08:22
S11 2	252	(intermediate)adj(server) and (instant ad message) near3 (server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 08:22
S11 3	9	(intermediate)adj(server) and (instant adj message) near3 (server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 08:22
S11 4	4711	709/222,220,221,238,239.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 10:30
S11 5	8	709/222,220,221,238,239.ccls. and ((customer service client) near4 (representative))and ((call help service contact) adj center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 13:58
S11 6	109	709/222,220,221,238,239.ccls. and ((call help service contact) adj center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 14:47

S11 7	0	((call help service contact) adj center) and (internet adj presence adj protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 14:54
S11 8	1	(levandovsky) and (09/878092)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/01/05 14:54
S11 9	2	("6707906".pn.)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 09:57
S12 0	2	"6389132".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 09:57
S12 1	37626	"709"/$.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 10:30
S12 2	3	S121 and ((IMPP) (instant adj message adj presence adj protocol)) and (service adj center)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 11:17
S12 3	2	09/710042 and (coussement)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 10:41
S12 4	0	S121 and (chat$5) and ((customer service client) near4 (representative)) and (availabilty) and (skill)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 11:16
S12 5	85	S121 and ((customer service client CSR) near4 (representative))and (call near4 center) and (rout$5) near10 (call message inquiry)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/07/15 11:54
S12 6	0	(instant near4 technical near5 (assist$5 help)).ti.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:04
S12 7	11	(instant near5 (assist$5 help)).ti.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:10

S12 8	1	(server) same (rout$5) near5 (select$5) near5 (service near4 representative)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:13
S12 9	0	(instant near4 message near4 server) same (rout$5) near5 (select$5) near5 (service near4 representative)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:14
S13 0	0	(instant near4 message near4 server) and (rout$5) near5 (select$5) near5 (service near4 representative)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:14
S13 1	2	(instant near4 message near4 server) and (select$5) near5 (service near4 representative)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:20
S13 2	5	"430602".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:15
S13 3	2	"6430602".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:18
S13 4	3	"6442432".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:29
S13 5	2	"6707906".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:21
S13 6	2	"6389132".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/31 17:21
S13 7	8	("5335269" | "5519767" | "5557658" | "5754636" | "5848142" | "5884032" | "5982774" | "6026156").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2006/01/31 17:21
S13 8	6	((customer near3 service near4 representative) CSR) and (Instant near3 message near4 server) and (contact near3 server)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:52
S13 9	2	((customer near3 service near4 representative) CSR) and (Instant near3 message near4 server) and (version near4 instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:53

S14 0	2	(rout$5 near5 message) and (Instant near3 message near4 server) and (version near4 instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:54
S14 1	2	(Instant near3 message near4 server) and (version near4 instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:54
S14 2	2	(rout$5 near5 message) and (version near4 instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:54
S14 3	2	(version near4 instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:55
S14 4	3	(version same instant near4 message near4 software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/01 16:56
S14 5	3	(version same instant near4 message near4 protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:22
S14 6	2	"6782413".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 07:59
S14 7	23	(automatic near2 call near3 distribut$7) same (instant near4 message)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:24
S14 8	1	09/106011	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 08:12
S14 9	2	"6430602".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 08:13
S15 0	2	"6778661".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:28

S15 1	2	"5619648".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:01
S15 2	2	"6185599".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:02
S15 3	2	"6256664".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:02
S15 4	175	(type version brand name) near4 ((instant near4 message) (IM))near4 (application protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:01
S15 5	103	(automatic near2 call near3 distribut$7) and (instant near4 message)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:24
S15 6	3	S154 and (automatic near2 call near3 distribut$7) and (instant near4 message)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:29
S15 7	2	"6275574".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:28
S15 8	4	S154 and (automatic near2 call near3 distribut$7)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:16
S15 9	130	(type) near4 ((instant near4 message) (IM))near4 (application protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:40
S16 0	131	(type brand) near4 ((instant near4 message) (IM))near4 (application protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:37
S16 1	0	(type brand) near4 ((instant near4 message) (IM))near4 (application protocol) near5 (based depend$5 driven) near5 (router)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:38

S16 2	8	(type brand) near4 ((instant near4 message) (IM))near4 (application protocol) same(rout$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 09:38
S16 3	30	(cell PC PDA) near4 ((instant near4 message) (IM))near4 (application protocol)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:14
S16 4	1	(cell PC PDA) near4 ((instant near4 message) (IM))near4 (application protocol) and (automatic near3 distribut$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:11
S16 5	17	(cell and PC and PDA) and ((instant near4 message) (IM))near4 (application protocol) same (rout$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:14
S16 6	11365	((ACD)automatic near2 call near3 distribut$7)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 15:37
S16 7	10895	((ACD)automatic near2 call near3 distributor)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:17
S16 8	1	((ACD)automatic near2 call near3 distributor) and (instant near3 message near3 server) and ((CSR) (customer near3 service near3 representative))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:19
S16 9	37	((ACD)automatic near2 call near3 distributor) and (instant near3 messag$5) and ((CSR) (customer near3 service near3 representative))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:19
S17 0	37	((ACD) (automatic near2 call near3 distributor)) and (instant near3 messag$5) and ((CSR) (customer near3 service near3 representative))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 10:19
S17 2	22	(type version brand name) near4 ((instant near4 message) (IM))near4 (software)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:08
S17 3	10	(type version brand name) near4 ((instant near4 messaging near3 presence near4 protocol) (IMPP))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:22

S17 4	0	(brand) near4((instant near4 messaging near3 presence near4 protocol) (IMPP))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:22
S17 5	0	(vendor) near4((instant near4 messaging near3 presence near4 protocol) (IMPP))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:22
S17 6	8	(type version brand name) same ((instant near4 messaging near3 presence near4 protocol) (IMPP)) same (rout$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 14:23
S17 7	349	"709"/$.ccls. and ((ACD)automatic near2 call near3 distribut$7)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:29
S17 8	0	(instant) near3 (message) near4 (compatib$5) near4 (based) near5 (rout$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:35
S17 9	0	(instant) near3 (message) near4 (compatib$5) near5 (rout$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:31
S18 0	2	(message) near4 (compatib$5) near4 (based) near5 (rout$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:32
S18 1	0	(version) near4 (compatib$5) near4 (based) near5 (rout$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:33
S18 2	0	(brand) near4 (compatib$5) near4 (based) near5 (rout$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:33
S18 3	0	(instant) near3 (message) near4 (compatib$5 match$5) near4 (based) near5 (rout$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:50
S18 4	2	(identify$5) near10 (version) near7 (instant) near3 (message) same (rout$)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/02 16:51

| S185 | 2 | "6707906".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/02/02 17:05 |
| S186 | 2 | "6389132".pn. | US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB | OR | ON | 2006/02/02 17:05 |